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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the automotive service advisor occupation. The automotive service advisor is responsible primarily for sales and services and at the same time may be called upon to supervise other service center activities such as auto maintenance, auto body repair, and painting. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Seven duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--Hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: preparing service orders; supervising personnel; handling customer complaints; scheduling new and used car preparation; selling of related merchandise; informing customer of job completion; and maintaining customers' records. An outline of basic arithmetic skills and concepts is appended. (BP)

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Occupational Analysis

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AUTOMOTIVE SERVICE ADVISOR

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

5168

AN ANALYSIS OF THE AUTOMOTIVE SERVICE OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The following pages contain a detailed analysis of the duties and tasks of a competent automotive service advisor. The analysis was constructed on the basis of those duties performed by an automotive service advisor working in an automotive dealership or an independent service center.

As outlined, the duties and tasks covers those items mentioned in the job description with the exception of detailed mechanical jobs. The automotive service advisor is responsible primarily for sales and services and at the same time may be called upon to supervise other service center workers such as auto mechanics, auto body repair and painting.

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JOB DESCRIPTION

An automotive service advisor is a person who inspects and tests automobiles and trucks to determine a need for and costs of repairs. He/she does this by: (1) road tests, (2) mechanical tests and (3) electronic tests. He/she also visually inspect the automobile or truck and asks questions about the vehicle's performance. Once a need is determined this person estimates the cost of repairs and prepares an itemized work order listing costs of parts and labor.

This person may also be called upon to supervise auto mechanics, body repair, painting and other garage services.

Duty A Preparing Service Orders

1 Greet customer
2 Answer phone
3 Interpret customer's needs
4 Interpret mechanical and electronic testing results
5 Schedule repair work
6 Record necessary data from customer
7 Estimate costs of repair and time of completion

(TASK STATEMENT) GREET CUSTOMER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY HAZARD
Customer	Recognize customer Greet customer promptly Ask customer for services needed	Customers not permitted in service area

DECISIONS	CUES	ERRORS
What type of customer Tyep of greeting to be used	Customer attire Language used by customer	Ill-at-ease customer Loss of customer

(TASK STATEMENT) GREET CUSTOMER

SCIENCE	MATH – NUMBER SYSTEMS
Sales Psychology Size up customer Make customer feel comfortable Exhibit self competence Gain trust of customer	N/A

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Greet customer	Terminology and general vocabulary Appropriate Diction Enunciation Poise

(TASK STATEMENT) ANSWER PHONE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Phone Customer Pad & pencil	Greeting Identify Business Identify self	N/A

DECISIONS	CUES	ERRORS
Determine if customer has correct department Decide if job can be done Decide approximately when can job be done	Tone of voice General business conditions	Loss of customer Loss of business time Unhappy customer

(TASK STATEMENT) ANSWER PHONE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology of Sales Size up customer Make customers feel comfortable Exhibit self-confidence Gain trust of customer	N/A

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Answering phone	Terminology General Vocabulary Appropriate Diction Enunciation

(TASK STATEMENT) INTERPRET CUSTOMER NEEDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Customer Customer's vehicle	Listen to customers explaination Ask pertinent questions Road test vehicles	Traffic pattern in and out of service area

DECISIONS	CUES	ERRORS
Seriousness of problem Location of problem	Type of noise Occurrence of problem Customer's explaination	Unnecessary work Dissastisfied customer Added cost

(TASK STATEMENT) INTERPRET CUSTOMER NEEDS

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Demonstrates self-confidence Demonstrates self-competence Reinforce customer confidence Grant appropriate regard to customer's unique needs	Basic Logic Deductive or Inductive

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Customer's explanation	Discriminate facts from non-facts Concentration Note taking Detail/inference Noise discrimination
Speaking	Asking questions	Terminology, General vocabulary Appropriate diction Enunciation Logic Dress Poise

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(TASK STATEMENT) INTERPRET MECHANICAL AND ELECTRONIC TEST RESULTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Test equipment Mechanical Electronic Test result check off sheet Vehicle Pad & pencil Mechanic	Perform electronic test Perform mechanical test Record results of test Evaluate test results	Use of testing equipment Mechanical Electronic Standard operating procedures Underhood Under car

DECISIONS	CUES	ERRORS
Determine if testing done accurately Determine necessary parts and services needed	Test results Mechanics opinion	Unneeded repair and cost to customer and business Unhappy customer Loss of future business

(TASK STATEMENT) INTERPRET MECHANICAL AND ELECTRONIC TEST RESULTS

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables Physical Simple machines used to gain mechanical advantage [Jacks & Lifts] Work input, work output, friction and efficiency in simple machines [Cranking motor, starter] Fluids under pressure [Braking system, hydraulic] Transfer of energy from one form to another [Cranking circuit, Generator circuit] Transfer of heat from one body to another [Cooling system] Resistance of materials to flow of electrical current [Spark plug wires] Effects of friction on work processes and product quality [brake shoes and drums]	Positive Rationals Use of Numbers - Recording Basic Arithmetic Skills and Concepts (See Appendix) Measurement - Temperature [Cooling System - Radiator] Measurement - Liquid [Coolant] Measurement - Speed [Engine Speed, R.P.M.] Read and Interpret Tables, Charts and Graphs [Specification charts] Basic Logic [deductive reasoning]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Engine specification	Comprehension terminology
Writing	Recording test results	Penmanship Spelling Memo format Appropriate diction
Viewing	Evaluates results	Visual analysis

(TASK STATEMENT) SCHEDULE REPAIR WORK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Customer Service order form Schedule sheet	Review schedule of work load Write in necessary data	N/A

DECISIONS	CUES	ERRORS
How long will job take Are necessary parts available	Number of previously scheduled jobs Type of work to be done	Overloading schedule Vehicle not repaired in time Unnecessary delay for customer

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(TASK STATEMENT) SCHEDULE REPAIR WORK

SCIENCE	MATH – NUMBER SYSTEMS
N/A	Positive Rationals Use of Numbers (without calculation) - counting Fundamental Operations (Calculation) - addition Measurement - time [ratio/proportion as it relates to time per job]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Review schedule of work load	Comprehension
Writing	Filling out schedule	Penmanship Spelling Description

(TASK STATEMENT) RECORD NECESSARY DATA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Customer Customer vehicle Service order form	Record information about customer Record information on vehicle Ask customer for necessary information	N/A

DECISIONS	CUES	ERRORS
Determine if information recorded in correct space	Customer information	Mis-recording of information on customer and vehicle Unnecessary time delay

(TASK STATEMENT) RECORD NECESSARY DATA

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Maintain capacity to foster trust	Positive rationals Use of numbers (without calculation) - Recording Fundamental Operations (Calculation) - Addition

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record customer & vehicle information	Penmanship Spelling Terminology
Reading	Understanding service order	Comprehension
Listening	Customer giving information	Discriminates facts from non-facts Concentration Comprehension

(TASK STATEMENT) ESTIMATE COST OF REPAIR & TIME OF COMPLETION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Cost estimation sheet Calculator Flat rate manual Parts manual & price list Tax chart Phone	Determine cost of parts Determine cost of labor Compute tax Complete estimation sheet Obtain customer's signature	Proper use of calculator

DECISIONS	CUES	ERRORS
Accurate cost estimation	Customer's reaction to price	Inaccurate estimation Dissatisfied customer

(TASK STATEMENT) ESTIMATE COST OF REPAIR AND TIME OF COMPLETION

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Professionalism Maintain capacity to foster trust	Positive rationals Use of Numbers (without calculation) Counting, Coordinate system, Ordering, Indexing, Coding, Ratio, Measurement, Recording Basic Arithmetic Skills and Concepts – (See appendix) Use of Computing Devices and Mechanical Aids - Electric and Mechanical Calculators Metric and English measure and conversion Rate [ratio - costing] Measurement: non-geometric [time of completion], money [pricing] Read and interpret tables, charts and graphs [parts manuals, flat rate manual, sales tax chart]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Using manuals	Comprehension Speed/rate Terminology/General vocabulary
Writing	Estimation sheet	Penmanship Spelling Terminology/General vocabulary
Speaking	Asking for customers signature	Terms Appropriate diction Enunciation Persuasion and sales technique

Duty B Supervising Personnel

1 Prepare work schedule
2 Assign work to be done
3 Evaluate job performance
4 Employ personnel
5 Handle employee complaints
6 Maintain good housekeeping

(TASK STATEMENT) PREPARE WORK SCHEDULE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Work schedule sheet Desk File cabinet Pad & pencil Employee schedule sheet Calculator	Determine total hours of business operation Determine hours for each employee full time, part-time	N/A

DECISIONS	CUES	ERRORS
Vacation time Overtime	Expected work load Unexpected emergencies Employee reaction to work schedule	Over loaded work schedule Unhappy employees Dissatisfied customer Unhappy personnel manager

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(TASK STATEMENT) PREPARE WORK SCHEDULE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Distribute personnel with regards to leadership qualities and experiences for optimum team performance Grant conscious attention to smoothly flowing team work Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation	Positive Rationals Use of Numbers (without calculation) - Recording Basic Arithmetic Skills and Concepts (See Appendix) Use of Computing Devices and Mechanical Aids, Examples: Electric and mechanical calculators Measurement: non-geometric, time [work schedules] Read and interpret tables, charts and graphs [work schedules]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Preparing schedule	Penmanship Spelling

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(TASK STATEMENT) ASSIGN WORK TO BE DONE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Work schedule sheet Completed work order	Assign qualified person to jobs Inform employee of specific job to be done	N/A

DECISIONS	CUES	ERRORS
Does qualifications of employees meet job requirements	Past performance Job qualifications	Uneven job distribution Delayed completion of jobs Dissatisfied customers Unhappy employees

(TASK STATEMENT) ASSIGN WORK TO BE DONE

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Distribute personnel with regard to leadership qualities & experiences for optimum team performance Grant conscious attention to smoothly flowing team work Conscious awareness of the need for a balance (Both physical & mental) between tension & relaxation Relates to: comfort caution safety physical, emotional & intellectual health	N/A

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Inform employee of job	General vocabulary Appropriate diction Enunciation
Writing	Complete work schedule sheet	Penmanship Spelling Terminology Logic

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(TASK STATEMENT) EVALUATE JOB PERFORMANCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Job evaluation form Pencil, pen Personnel folder Office Employee	Determine job performance Determine amount of wage increase (if any) Schedule personal conference Recommend any additional training, Promotion and dismissals	N/A

DECISIONS	CUES	ERRORS
Determine if job performance is acceptable Decide on status of employee	Past work performance	Unnecessary dismissal Unhappy employees

(TASK STATEMENT) EVALUATE JOB PERFORMANCE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Exhibit capacity to ascertain personal qualities (skills, knowledge, character, flexibility, learning capacity) Exhibit capacity fo foster trust Exhibit capacity to reflect job performance	Positive Rationals Measurement: non-geometric - Time [Wage increase] Basic Logic [Deductive reasoning]

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Evaluates employee	Discriminates facts from non-facts Recognize Opinion, Concentration, Note Taking
Writing	Completing job evaluation form	Penmanship, Spelling, Terminology, General Vocabulary, Appropriate Diction, Clarity of Expression, Logic
Speaking	Evaluates employee	Terminology, Appropriate Diction, Enunciation, Clarity of Expression, Poise
Viewing	Observation of job performance	Visual Analysis, Memory/Detail, Logic

(TASK STATEMENT) EMPLOY PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Office File cabinet Pad & pencil Application forms Testing devices Applicants	Distribute application forms Review applications Schedule testing Interview applicants Evaluate application & applicant	N/A

DECISIONS	CUES	ERRORS
Determine if application is filled out properly Determine necessary testing Determine job openings Determine status; employed, not employed	Application form Testing results Interview	Employment of non-qualified people Over staffing Under staffing Testing errors

(TASK STATEMENT) EMPLOY PERSONNEL

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Exhibit capacity to: Ascertain personal qualities Foster trust Accurately reflect plant environment & job expectations Communicate pride in establishment	Positive Rationals Use of Numbers (without calculation) - Counting, Coding Basic Arithmetic Skills and Concepts (See Appendix) Use of Computing Devices and Mechanical Aids (Electric and Mechanical calculators) Given an Instrument of Measure, determine precision and/or accuracy with respect to relative error, significant digits and tolerance [testing devices] Read and interpret tables, charts and graphs [testing-ranking]

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Personal interview	Term/General Vocabulary, Appropriate Diction, Enunciation, Clarity of expression, Logic, Dress, Poise
Reading	Reviewing application forms	Comprehension, Recommendation reports,
Writing	Employer section of application form	Penmanship, Spelling
Listening	Personal interview	Discriminate facts from non-facts, Recognize opinions, Concentration Note taking
Viewing	Personal interview	Appearance of applicant

(TASK STATEMENT) HANDLE EMPLOYEE COMPLAINTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Employee Employee folder Office Pencil & paper Complaint sheet	Schedule employee conference Review employee file Listen to employee complaint Evaluate complaint	N/A

DECISIONS	CUES	ERRORS
Determine validity of complaint Action (if any) to be taken	Personnel file Employees presentation of complaint	Unhappy employee Tense working environment Low output (work efficiency)

(TASK STATEMENT) HANDLE EMPLOYEE COMPLAINTS

SCIENCE	MATH – NUMBER SYSTEMS
Psychology: Exhibits capacity to listen openly and attentively in this communication process Maintain capacity to foster trust Maintain capacity to foster confidentially Maintain regard for differing views on maximum efficiency of the operation Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables	Positive Rationals Measurement: non-geometric - Time [Time & Dates for employee conference] Basic Logic [Deductive Reasoning]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Employee complaint	Discriminate facts from non-facts, Recognize opinions, Concentration, Logic, Note taking
Writing	Follow-up report	Penmanship, Spelling, Memo format, Appropriate diction, Logic
Speaking	Employee conference	Terminology, Appropriate diction, Enunciation, Poise
Reading	Reviewing report	Comprehension

(TASK STATEMENT) MAINTAIN GOOD HOUSEKEEPING PRINCIPLES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Employees Housekeeping supplies Brooms & mops Soap Degreasing materials Toilet paper Waste Containers (Recyclable, non-recyclable waste) Paper waste Metal waste Liquid waste	Ensure that service area is clean at the end of each day Ensure that rest rooms are clean & supplied each day Ensure offices are cleaned each day Assign personnel to clean up duties when necessary Ensure there is a supply of cleaning materials	Follow all shop operating procedures Example: No horseplay
DECISIONS	**CUES**	**ERRORS**
Are good housekeeping principles being followed	Viewing service area, offices & rest rooms	Bad working environment Bad public image Unhappy employees Sloppy repairs Dissastified customers

(TASK STATEMENT) MAINTAIN GOOD HOUSEKEEPING PRINCIPLES

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Grant appropriate regard for customer's expectations of a properly operated business, Example: Clean rest rooms Grant conscious attention to smoothly flowing team-work Communicate pride in establishment Conscious awareness of the need for a balance (physical & mental tension & relaxation) Comfort Caution Safety	N/A

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Viewing rest rooms	Visual analysis Memory Describing Detail & inference
Speaking	Assigning personnel	Appropriate diction Implying Enunciation Clarity of expression Persuasion

Duty C Handling Customer Complaint

1 Answer phone
2 Greet customer
3 Listen to and determine validity of customer's complaint
4 Complete follow-up of customer's complaint

(TASK STATEMENT) ANSWER PHONE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Phone customer Customer Pad & pencil	Greeting Identify business Identify self	N/A

DECISIONS	CUES	ERRORS
Determine if customer has correct department Decide if job can be done Decide approximately when job can be done	Tone of voice General business conditions	Loss of customer Loss of business time Unhappy customer

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(TASK STATEMENT) ANSWER PHONE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology of Sales Size up customer Make customers feel comfortable Exhibit self-confidence Gain trust of customer	N/A

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Answering phone	Terminology General Vocabulary Appropriate Diction Enunciation

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(TASK STATEMENT) GREET CUSTOMER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Customer	Recognize customer Greet customer promptly Speak to customer	Customers not permitted in service area

DECISIONS	CUES	ERRORS
What type of customer Type of greeting to be used	Customer attire Language used by customer	Ill-at-ease customer Loss of customer

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(TASK STATEMENT) GREET CUSTOMER

SCIENCE	MATH – NUMBER SYSTEMS
Sales Psychology Size up customer Make customer feel comfortable Exhibit self competence Gain trust of customer	N/A

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Greet customer	Terminology/General Vocabulary Appropriate Diction Enunciation Poise

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(TASK STATEMENT) LISTEN TO & DETERMINE VALIDITY OF CUSTOMER'S COMPLAINT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Complaintant Office Pad & pencil Vehicle Phone Service order form	Write nature of complaint Record data; name etc. Pull old service order Perform preliminary testing Instruct customer what to do Reschedule customer's vehicle	Driving habits - are they correct

DECISIONS	CUES	ERRORS
Determine validity of complaint Determine action to be taken	Customer's explaination Preliminary testing results	Unhappy customer Lost customer Bad business image

(TASK STATEMENT) LISTEN TO & DETERMINE VALIDITY OF CUSTOMER'S COMPLAINT

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Exhibit capacity to listen openly & attentively in this communication process Grant appropriate regard for customers needs Capacity to perceive quickly integrate & function well in the face of unexpected situational variables	Positive rationals Use of Numbers (without calculation) - Recording Fundamental Operations (Calculation) (See Appendix) Measurement: Non-geometric - Time [schedule sheets] Read and interpret tables, charts and graphs [Tune up specifications]

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Listen to customer's complaints	Discriminate facts from non-facts, Concentration, Logic, Note taking, Detail/inference
Writing	Recording data	Penmanship, Spelling, Term/General Vocabulary
Speaking	Instructing customer	Term/General Vocabulary, Appropriate Diction, Enunciation, Poise

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(TASK STATEMENT) COMPLETE CUSTOMER FOLLOW-UP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Service order form Customer Phone Pencil & paper	Review service order Phone customer Inquire as to customer satisfication Record time of call and customer	N/A

DECISIONS	CUES	ERRORS
Selection of customer comments	Customer reaction	Failure to foster interest in customer needs

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(TASK STATEMENT) COMPLETE CUSTOMER FOLLOW-UP

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Grant appropriate concern for customer needs Communicate pride in establishment Foster the attitude that the business cares	Positive Rationals Use of Numbers (without calculation) - Recording Fundamental Operations (Calculation) (See Appendix) Measurement: non-geometric [time of call]

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Phone customer	Terminology, general vocabulary, appropriate diction, enunciation, persuasion/sales technique
Writing	Recording call and comment	Penmanship, spelling, memo format, terminology, general vocabulary
Reading	Reviewing service order	Comprehension
Listening	Inquire as to customer satisfaction	Discriminate facts from non-facts, concentration, note taking

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Duty D Scheduling New and Used Car Preparation

1 Record necessary data on vehicle
2 Schedule preparation of vehicle

(TASK STATEMENT) RECORD NECESSARY DATA ON VEHICLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Service order Vehicle Customer's sales invoice Manufacturer's invoice	Record, type & make of vehicle Record engine number & serial number Record purchase & delivery date List any dealer installed options	Shop operational procedures

DECISIONS	CUES	ERRORS
Determine preparation for customer or display Determine preparation for demonstration	Customer's sales invoice Manufacturer's invoice	Delayed delivery Unhappy customer

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(TASK STATEMENT) RECORD NECESSARY DATA ON VEHICLE

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Conscious awareness of qualities basic optimal mental performance Attention Observation Concentration Mental alertness Organization	Positive Rationals Use of Numbers (without calculation) - Recording

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading invoice	Comprehension, Terminology
Writing	Lists any dealer installed options	Penmanship, Spelling, Terminology

(TASK STATEMENT) SCHEDULE PREPARATION OF VEHICLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sales invoice Schedule sheet Pad & pencil Vehicle	Schedule vehicle for mechanical preparation Schedule vehicle for non-mechanical preparation	Driving precautions Shop procedures

DECISIONS	CUES	ERRORS
Determine time for preparation based on delivery date	Delivery date	Vehicle not ready for delivery

(TASK STATEMENT) SCHEDULE PREPARATION OF VEHICLE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Grant conscious attention to smoothly flowing team work	Positive Rationals Use of numbers (without calculation) - Recording Read and interpret tables, charts and graphs [time for delivery]

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Understanding invoice	Comprehension
Writing	Prepare schedules	Penmanship, Spelling, Terminology

Duty E Selling of Related Merchandise

1 Make visual inspection of vehicle
2 Display merchandise

(TASK STATEMENT) MAKE VISUAL INSPECTION OF VEHICLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vehicle Check list Pad & pencil Products Parts catalog	Inspect exterior of vehicle Inspect interior of vehicle Inspect under hood Check door stickers Use check list Suggest needed products & services as determined by mechanical & electronic testing	Follow shop operation procedures

DECISIONS	CUES	ERRORS
Decide what related merchandise & services to recommend	Mileage Door stickers	Lost sales Unhappy customer if problem developes at a later date

(TASK STATEMENT) MAKE VISUAL INSPECTION OF VEHICLE

SCIENCE	MATH – NUMBER SYSTEMS
Sales Psychology- Size up customer Make customer fell comfortable Exhibit self competence Gain trust of customer Foster the idea that the business cares	Positive Rationals Use of Numbers (without calculation) - Recording Basic Arithmetic Skills and Concepts (See Appendix) Use of Computing Devices and Mechanical Aids - Electric and Mechanical Calculators Measurement: non-geometric - Money [money pricing] Read and interpret tables, charts and graphs [parts catalog]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Suggest needed products	Term/General Vocabulary, Appropriate diction, Enunciation, Persuasion & Sales Techniques
Reading	Using parts catalog	Comprehension, Term/General Vocabulary
Writing	Completing check list	Penmanship, Term/General Vocabulary
Viewing	Inspecting vehicle	Visual Analysis, Memory, Description, Logic, Recognizing Symbols, Codes, Emblems

(TASK STATEMENT) DISPLAY MERCHANDISE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Products Display materials Display area	Obtain products to be displayed Set up display area Arrange display Set up display of old new parts	Beware of flammable material Use and location of extinquishers

DECISIONS	CUES	ERRORS
Decide on what products to be display Determine effectiveness of display Determine area of display Determine type of display	Customer needs Season	Non-effective display Lost sales

(TASK STATEMENT) DISPLAY MERCHANDISE

SCIENCE	MATH – NUMBER SYSTEMS
Display Psychology Gain attention Create interest Develop desire Show need Induce favorable action	Positive Rationals Ratio and proportion [size and color] Measurement: non-geometric - Time [season], Money Pricing] Recognize and identify basic geometry figures, plane and solid Knowledge of geometric relationships

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Arrangement of display	Visual analysis, describing, logic detail/inference, color discrimination, size discrimination
Touching	Comparison of parts	Size, shape, motion, structure

Duty F Informing Customer of Job Completion

1 Pull service order and review
2 Handle customer closing

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(TASK STATEMENT) PULL SERVICE ORDER & REVIEW

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Service order Mechanic Automobile	Check service order for completion of repair work Check service order for completeness (pricing, headings)	Follow shop operations procedures

DECISIONS	CUES	ERRORS
Has all repair work been done Is the work order properly filled out Is it time to inform the customer	Automobile Repair order Mechanic	Incomplete work Lost time Unnecessary delays for customers

(TASK STATEMENT) PULL SERVICE ORDER & REVIEW

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Grant conscious attention to smoothly flowing team work Exhibit capacity to ascertain best service for the particular party type requested Communicate pride in establishment	Positive rationals Use of Numbers (without calculation) - Recording

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Confering with mechanic	Term/general vocabulary
Reading	Reviewing service order	Comprehension, detail, inference, term/general vocabulary
Listening	Confering with mechanic	Concentration, comprehension, note taking, noise discrimination

(TASK STATEMENT) HANDLE CUSTOMER CLOSING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Customer Service order Automobile	Greet customer upon arrival Review repair order with customer Answer any questions Direct customer to cashier and retain customer copy of repair order Send completed service order to cashier Direct customer to vehicle location	Traffic pattern of automobiles in and out

DECISIONS	CUES	ERRORS
Determine if customer is satisfied Determine if service order explanation is complete	Customer Repair order	Dissatisfied customer Loss of future business

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(TASK STATEMENT) HANDLE CUSTOMER CLOSING

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Maintain capacity to foster trust Maintain capacity to foster cooperation Maintain capacity to foster mutual satisfaction Maintain capacity to foster the idea that we care Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Grant appropriate regard for customer's unique needs Communicate pride in establishment	N/A

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Reviewing service order with customer	Terminology, general vocabulary, appropriate diction, enunciation
Listening	Customer views	Recognize opinions, concentration

Duty G Maintaining Customers Records

1 Complete customer follow-up file
2 Review customer follow-up file periodically

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(TASK STATEMENT) COMPLETE CUSTOMER FOLLOW-UP FILE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Service order Index cards (3 x 5) Pad and pencil File cabinet	Record necessary data on index cards File service order	N/A

DECISIONS	CUES	ERRORS
Determine if all needed information is recorded Determine method of filing service orders Determine method of filing index cards	Service orders	Lost business Wrong information

(TASK STATEMENT) COMPLETE CUSTOMER FOLLOW-UP FILE

SCIENCE	MATH – NUMBER SYSTEMS
N/A	Positive Rationals Use of numbers (without calculation) - Recording

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reviewing service orders	Comprehension, Terminology
Writing	Recording information on 3 x 5 index cards	Penmanship, Spelling, Memo format

(TASK STATEMENT) REVIEW CUSTOMER FOLLOW-UP FILE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Index cards 3 x 5 Customer Phone Sales sheets or discount coupons	Notify customer of services due Notify customer of special deals or offers	N/A

DECISIONS	CUES	ERRORS
Determine services due Determine special offers Determine method of notification	Seasonal jobs Services needed	Loss sales Unhappy customers

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(TASK STATEMENT) REVIEW CUSTOMER FOLLOW-UP FILE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Capacity to foster the idea that we care Maintain capacity to foster trust Grant appropriate regards for customer's unique needs Communicate pride in establishment	Positive Rationals Use of Numbers (without calculations) - Recording Measurement: non-geometric - Time [Intervals of Review]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reviewing index cards	Comprehension, Terminology
Speaking	Informing customer	Terminology, General Vocabulary, Appropriate Diction, Enunciation, Persuasion/Sales Technique
Writing	Sales notification	Penmanship, Spelling
Listening	Customer opinion	Note taking

APPENDIX A
Basic Arithmetic Skills and Concepts

Set of Real Numbers
- Irrationals/Rationals
  - Fractions/Decimals
    - Integers (. . . -3, -2, -1, 0, +1, +2, +3, . . .)
      - Whole Numbers (0, 1, 2, 3, . . .)
        - Counting Numbers (1, 2, 3, 4, . . .)

Fundamental Operations (Calculation)
- Addition algorithm
- Subtraction algorithm
- Multiplication algorithm
- Division algorithm
- Order of operations, i.e., use of parentheses in simplifying arithmetic expressions

Basic Skills
- Reduction of fractions
- Changing mixed numbers to improper fractions
- Changing percents to fractions and fractions to percents
- Finding a percent of a number and what percent one number is of another
- Changing fractions to decimals and decimals to fractions
- Ratio and proportion - estimation
- Rounding off decimals and whole numbers
- Approximation using scientific notation
- Guess and check method
- Rule of thumb
- Property of comparison
  - equality/equivalence
  - inequality/greater than/less than
- Properties of the real number system
  - commutative (order), associative (grouping), distributive (multiplication W.R.T. addition)
  - identity of one (x)
  - identity of zero (+)
  - multiplication by zero
  - transitive
  - inverses-multiplicative and additive